

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

ADVANCED COMMUNICATION SKILLS  
FOR OFFICE ADMINISTRATION

Course Title:

ENG 314-3

Code No.:

BUSINESS: OFFICE ADMINISTRATION

Program:

FOURTH

Semester:

JANUARY 1991

Date:

LANGUAGE AND COMMUNICATION DEPARTMENT

Author:

New: \_\_\_\_\_ Revision:     X    

APPROVED:     N. Koch      
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Date

### PREREQUISITE

To register in English 314-3, the student must have successfully completed the 100 and 200 level English courses for Office Administration.

### PHILOSOPHY/GOALS

This course enables Office Administration students to update and refine interview skills; develop and apply critical thinking, research and reporting skills; and develop skills essential for recording and processing oral information.

### METHOD OF ASSESSMENT

Students will be assessed on oral and written assignments and on class activities as specified on page three.

Letter grades will be assigned in accordance with the Language and Communication Department Guidelines.

The following grade symbols will be used in recording final grades:

- "A+" - consistently outstanding achievement
- "A" - outstanding achievement
- "B" - consistently above average achievement
- "C" - satisfactory or acceptable achievement in areas subject to assessment
- "R" - **REPEAT** (The student has not achieved the objectives and must repeat the course.)

### TEXTBOOKS

1. Text: to be indicated by teacher.
2. College English Communication. Stewart-Zimmer-Camp-Dombeck. McGraw-Hill Ryerson. (Reference)
3. GAGE Canadian Dictionary, GAGE Educational Publishing Company.
4. Roget's Thesaurus.
5. Gregg Reference Manual.

### OBJECTIVES

1. In preparation for a staged interview, provide a suitable resume and write an appropriate cover letter.
2. Build interview skills by preparing for an interview and participating as interviewee in a videotaped interview conducted by a community employer.

3. Develop critical awareness of the interview process by analyzing interview performance from feedback obtained during and subsequent to the interview.
4. Utilize writing and editing skills and area-related content in the preparation of business documents.
5. Develop information recording, revising, and editing skills and apply these skills to a task.
6. Use critical thinking to analyze area-related situations requiring professional judgement; compare alternatives; select and justify a solution.

#### INSTRUCTIONAL METHODS

Instructional methods will vary according to student needs.

#### ASSIGNMENTS AND PERCENTAGE GRADING

Objective one:	Job-specific cover letter . . . . .	5%
Objective two:	Videotaped interview: completion and evaluation. . . . .	10%
Objective three:	Interview: student analysis . . . . .	10%
Objective four:	1. Advanced business writing . . . . .	20%
	2. Oral presentation of a document . . . . .	10%
Objective five:	Summarizing assignments . . . . .	25%
Objective six:	Critical thinking . . . . .	10%
Classroom activities . . . . .		10%
TOTAL . . . . .		100%

#### DUE DATES

Due dates for assignments, interviews, and presentations will be announced during the semester.

#### TIME FRAME

Advanced Communication Skills for Office Administration (ENG 314-3) involves two periods per week for sixteen weeks.

